

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Administrative Services Manager

Department: Recreation, Parks, Historic and Cultural Affairs

Pay Grade: 514

FLSA Status: Exempt

Job Code: R808

JOB SUMMARY

The purpose of this classification is to manage and oversee all staff and resources of the Administrative Section within the City's Recreation, Parks, Historic and Cultural Affairs Department. Work involves managing administrative staff and functions; assist with the planning, evaluation, and management of the Department's operating and capital budget; managing the day to day operations of the registration software systems; manage all computer/copier/phone technology and serve as liaison to the Information Technology Department.

ESSENTIAL SKILLS OVERVIEW

- **Team Leadership and Supervision:** Overseeing the daily operations and performance of administrative staff, providing guidance, and ensuring productivity.
- **Developing and Reviewing Policies and Procedures:** Creating, implementing, and updating policies and procedures to ensure efficient and effective department operations.
- **Managing Office Resources:** Overseeing the procurement, allocation, and maintenance of office supplies, software and equipment to support organizational needs.
- **Budget Management:** Preparing, managing and advising on various budgets, monitoring expenditures, and identifying cost-saving opportunities.
- **Quality Customer Service:** Ensuring high-quality customer service by managing customer service standards and operations while addressing inquiries and concerns promptly.
- **Data Analysis and Reporting:** Collecting, analyzing, and interpreting data to generate detailed reports that support decision-making and improve organizational performance.

- **Compliance:** Ensuring that the organization adheres to legal and regulatory requirements related to administrative functions.
- **Technology Management:** Managing office technology and systems, ensuring they are up-to-date and functioning efficiently.
- **Project Management:** Leading or supporting various administrative projects to improve efficiency and effectiveness within the organization.

ESSENTIAL JOB FUNCTIONS

- Plans and coordinates the department's administrative staff; develops policies and procedures for department operations, including customer service, office resources and supplies, registration systems,; establishes work plans and schedules; allocates division resources; and delegates tasks to Coordinators, Supervisors, and other staff members.
- Coordinates, maintains and reviews the departments standards for the Commission for Accreditation of Park and Recreation Agencies (CAPRA); attends seminars and webinars pertaining to accreditation; work with Department staff and with other City of Roswell Departments for collecting necessary data and creating documents; scheduling CAPRA onsite visit for reaccreditation; and submitting documentation annually to CAPRA.
- Manages the departments registration software for both walk in and online registration; maintains the registration software, with the assistance of the City's Information Technology Department, with periodic updates and upgrades; serves as liaison between the department and registration software vendor; Evaluates registration software annually to determine if software is meeting the needs of the department; Supervises the training of staff as needed to ensure all staff can perform their day to day operations as it pertains to the registration software system; and supervises staff responsible for walk in registration.
- Serve as the department's liaison with the City's Information Technology Department.
- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Keeps Department's Director informed of significant issues, resource needs, and problems within the Administrative Section.
- Provides guidance, direction, assistance, training and support to staff regarding budget preparation and implementation; provides budgetary recommendations during implementation of department division work plans.
- Develops and administers both the administrative section's budgets and the Department's overall budget; monitors budgets, and expenditures;
- Receives and reviews purchasing requests for the department; verifies and/or obtains authorizations needed to process requests; meets with staff to determine office needs to maintain appropriate operating levels.
- Receives and/or prepares a variety of administrative forms pertaining to department operations including requisitions, payroll documents, purchase orders, contracts, invoices and budget revisions; and reviews, approves, and/or submits documents for processing.
- Prepares operational and statistical reports, including the annual report; develops and manages annual revenue and expense reports for all programs, facilities, and department special events; creates reports and presentations as needed by the director; and manages the establishment and maintenance of division files and records.

- Performs strategic planning for the departments administrative section; assists in the development of the Master Plan; interprets Master Plan for the administrative section; develops and submits the Administrative Division's goals and objectives; evaluates trends and targeted population groups as it relates to the marketing and promotion of the Recreation, Parks, Historic and Cultural Affairs Department; and reviews proposals submitted by staff.
- Works with Director, Deputy Director(s) and the Recreation Commission on maintaining the Department's Policy manual to include; reviewing policies on a regular basis; the development of new policies as needed.
- Manages assigned equipment, facilities, materials, supplies and other fixed assets.
- Serves as a member of varying task forces, committees, and management and planning teams; and attends Recreation Commission meetings and organizational meetings as needed.
- Operates a personal computer, general office equipment, and recreational equipment as necessary to complete essential functions to include the use of word processing, spreadsheet, database or other system software.
- Assists division staff with preparing for, coordinating, setting up and implementing special events and programs.
- Assists other department, divisions as needed.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a Bachelor's degree in finance, accounting or business administration, project and technology management or a related field; supplemented by five (5) years of progressively responsible experience supervising administrative responsibilities, resources and staff; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Possess and maintain a valid Georgia driver's license with a satisfactory motor vehicle record (MVR).

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Knowledge of accounting and finance principles, practices, techniques and equipment used to plan, develop and implement recreation programs.
- Knowledge of the City's administrative policies and procedures, and of the principles and practices of supervising staff and resources.
- Ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.
- Ability to perform in a supervisory capacity over subordinate supervisors.

- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

PHYSICAL DEMANDS

The work is light work which requires the ability to exert very moderate effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.